

In re: Malcom B. Strandberg
Filed: September 28, 1998
Serial No.: 09/161,816
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REMARKS

In view of the foregoing amendments, applicant believes that all of the claims of the application are in condition for allowance and early and favorable action is requested.

Attached hereto is a marked-up version of the changes made to the specification and claims by the current amendment. The attached page is captioned "**VERSION WITH MARKINGS TO SHOW CHANGES MADE.**" The examiner is invited to telephone the undersigned, applicant's attorney of record, to facilitate advancement of the present application.

Respectfully submitted,

Malcom B. Strandberg

By



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VERSION WITH MARKINGS TO SHOW CHANGES MADE

In the Claims:

Claims 1 and 22 have been amended as follows:

1. (Amended) A system for providing an automatic telephone call back from a request transmitted over a data path from a data terminal located at a first location, said request including call back data including at least a telephone number to be dialed, said system comprising:

a data path interface, coupled to said data path, for receiving said request over said data path, for identifying said call back data, and for placing said call back data into at least one call record store; and

an automated dialer system, located at a second location remote from said first location and coupled to said data path interface, and responsive to said at least one call record store, for automatically retrieving telephone numbers to be dialed from said call record store, and for processing said telephone numbers as an outbound telephone call campaign;

means for causing said automated dialer system to substantially immediately redial said telephone number to be dialed and for continuously redialing said telephone number to be

redialed if said telephone number dialer detects a busy signal;

wherein said data path may be established using any of a direct data path, a global computer network, or a telephone network.

22. (Amended) A method for providing a telephone call back from a request made by an inquiring party at a remote location, wherein said request includes call back data transmitted over a data path from a terminal at said remote location, said call back data including at least a telephone number to be dialed, said method comprising the steps of:

receiving said request transmitted from said terminal at said remote location;

identifying said call back data including at least one telephone number to be dialed;

placing said call back data into a call record store;

retrieving telephone numbers to be dialed from said call record store;

scheduling said telephone numbers to be dialed substantially immediately;

automatically dialing each of said telephone numbers as

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scheduled over a telephone line using a predictive dialer and
continuously redialing any of said telephone numbers if a busy
signal is detected; and

connecting said telephone line to a telephone of an available
agent, if an answer is detected.